

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cox California Telcom, L.L.C.

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	321,546	318,942	315,600	311,987	308,917	305,329						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	496,445	483,313	489,027	485,489	481,699	473,252					
		Total # of trouble reports	7,959	7,781	8,725	7,375	7,136	7,602					
		% of trouble reports	1.6%	1.6%	1.8%	1.5%	1.5%	1.6%					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1052	919	1083	1061	1098	1371						
	Total # of repair tickets restored in ≤ 24hrs	1017	887	1053	1029	1062	1322						
	% of repair tickets restored ≤ 24 Hours	96.7%	96.5%	97.2%	97.0%	96.7%	96.4%						
	Sum of the duration of all outages (hh:mm)	13808:30	10737:47	13550:12	14631:02	15046:32	19520:22						
	Avg. outage duration (hh:mm)	13:07	11:41	12:31	13:47	1:42	14:14						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1446	1271	1384	1387	1383	1705						
	Total # of repair tickets restored in ≤ 24hrs	989	879	1038	1021	1044	1304						
	% of repair tickets restored ≤ 24 Hours	63.5%	69.2%	75.0%	73.6%	75.5%	76.5%						
	Sum of the duration of all outages (hh:mm)	15237:58	11989:05	14029:56	15465:20	17262:48	20456:09						
	Avg. outage duration (hh:mm)	10:32	9:26	10:08	11:09	12:28	11:59						
Refunds	Number of customers who received refunds	552	578	683	834	648	1015						
	Monthly amount of refunds	\$7,690.72	\$5,764.50	\$5,210.49	\$5,606.14	\$4,245.95	\$5,200.81						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)		First Quarter 2021			Second Quarter 2021			Third Quarter 2021			Fourth Quarter 2021		
	Total # of calls for TR, Billing & Non-Billing	29,782	26,839	29,827	26,003	25,286	31,867						
	Total # of call seconds to reach live agent	444,612	340,515	886,640	744,165	564,969	860,763						
	% ≤ 60 seconds	95%	95%	91%	91%	92%	87%						

Primary Utility Contact Information

Name: Marcie Evans

Phone: (858) 836-7313

Email: Marcie.Evans@cox.com

Date Adopted: 7/28/09
 Date Revised: 12/08/09 (Corrects typographical errors)
 Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
 Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: San Diego

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	178,439	177,023	175,257	173,222	171,520	169,472						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	282,235	280,483	278,372	276,427	274,395	271,675					
		Total # of trouble reports	4,236	4,437	4,770	4,194	3,996	4,323					
		% of trouble reports	1.5%	1.6%	1.7%	1.5%	1.5%	1.6%					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	581	546	645	615	645	809						
	Total # of repair tickets restored in ≤ 24hrs	556	528	622	592	623	780						
	% of repair tickets restored ≤ 24 Hours	96%	97%	96%	96%	97%	96%						
	Sum of the duration of all outages (hh:mm)	7876:08	6721:28	8548:19:00	8703:19	8970:57	11573:37						
	Avg. outage duration (hh:mm)	13:34	12:19	13:15	14:09	13:55	14:19						
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No	No	No	No						
	Total # of unadjusted outage report tickets	803	752	802	783	801	991						
	Total # of repair tickets restored in ≤ 24hrs	539	523	612	588	612	770						
	% of repair tickets restored ≤ 24 Hours	67%	70%	76%	75%	76%	78%						
	Sum of the duration of all outages (hh:mm)	8892:01	7309:10	8931:27:00	9278:28	10256:48	12043:13						
	Avg. outage duration (hh:mm)	15:59	9:43	11:08	11:51	12:48	12:09						
Refunds	Number of customers who received refunds	280	350	354	551	379	736						
	Monthly amount of refunds	\$2,387.45	\$3,744.41	\$3,083.19	\$3,638.64	\$2,347.74	\$2,991.31						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Answer Time (Trouble Reports "TR Billing & Non-Billing)
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)
Name: Marcie Evans

Phone: (858) 836-7313

Email: Marcie.Evans@cox.com

Date Adopted: 7/28/09
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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	108,570	107,587	106,311	105,028	103,952	102,745						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	170,129	158,866	167,088	165,863	164,389	158,985					
		Total # of trouble reports	2,691	2,385	2,874	2,303	2,329	2,290					
		% of trouble reports	1.6%	1.5%	1.7%	1.4%	1.4%	1.4%					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	333	271	322	326	325	392						
	Total # of repair tickets restored in ≤ 24hrs	325	261	319	319	311	375						
	% of repair tickets restored ≤ 24 Hours	98%	96%	99%	98%	96%	96%						
	Sum of the duration of all outages (hh:mm)	4253:56	2997:10	3641:18	4448:13	4499:41	5552:46						
	Avg. outage duration (hh:mm)	12:46	11:04	11:19	13:38	13:51	14:10						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	464	385	427	434	423	488					
		Total # of repair tickets restored in ≤ 24hrs	314	258	315	316	305	368					
		% of repair tickets restored ≤ 24 Hours	68%	67%	74%	73%	72%	75%					
		Sum of the duration of all outages (hh:mm)	4570:49	3467:37	3737:54	4662:16	5217:50	5956:26					
		Avg. outage duration (hh:mm)	9:51	9:01	8:45	10:44	12:20	12:13					
Refunds	Number of customers who received refunds	191	151	256	197	204	188						
	Monthly amount of refunds	\$4,552.65	\$1,367.87	\$1,610.34	\$1,357.94	\$1,582.03	\$1,454.90						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	13,290	13,225	13,108	12,998	12,876	12,751						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	14,791	14,713	14,597	14,469	14,340	14,194					
		Total # of trouble reports	465	458	457	413	371	445					
		% of trouble reports	3.1%	3.1%	3.1%	2.9%	2.6%	3.1%					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	59	60	48	61	53	55						
	Total # of repair tickets restored in ≤ 24hrs	59	58	46	59	53	54						
	% of repair tickets restored ≤ 24 Hours	100%	97%	96%	97%	100%	98%						
	Sum of the duration of all outages (hh:mm)	688:34	631:59	647:49	770:58	840:51	740:38						
	Avg. outage duration (hh:mm)	11:40	10:32	13:30	12:38	11:13	13:28						
Unadjusted of Service Report	Indicate if catastrophic event is in month	No	No	No	No	No	No						
	Out	Total # of unadjusted outage report tickets	72	71	57	81	66	76					
		Total # of repair tickets restored in ≤ 24hrs	59	58	45	59	53	53					
		% of repair tickets restored ≤ 24 Hours	82%	82%	79%	73%	80%	70%					
		Sum of the duration of all outages (hh:mm)	712:58	741:47	647:49	789:41	816:05	779:07					
		Avg. outage duration (hh:mm)	9:54	10:45	11:22	8:16	12:22	10:15					
Refunds	Number of customers who received refunds	56	59	49	48	35	51						
	Monthly amount of refunds	\$283.28	\$474.42	\$300.34	\$339.38	\$188.06	\$327.64						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments													
	Total # of installation commitment met													
	Total # of installation commitment missed													
	% of commitment met													
Customers	Acct # for voice or bundle, res+bus	21,247	21,107	20,924	20,739	20,569	20,361							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	29,290	29,251	28,970	28,730	28,575	28,398						
		Total # of trouble reports	567	501	624	465	440	544						
		% of trouble reports	1.9%	1.7%	2.2%	1.6%	1.5%	1.9%						
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	79	42	68	59	75	115							
	Total # of repair tickets restored in ≤ 24hrs	77	40	66	59	75	113							
	% of repair tickets restored ≤ 24 Hours	97%	95%	97%	100%	100%	98%							
	Sum of the duration of all outages (hh:mm)	989:52	387:10	712:46	708:32	840:51	1653:22							
	Avg. outage duration (hh:mm)	12:32	9:13	10:29	12:01	13:55	14:23							
	Indicate if catastrophic event is in month	No	No	No	No	No	No							
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	107	63	98	89	93	150							
	Total # of repair tickets restored in ≤ 24hrs	77	40	66	58	74	113							
	% of repair tickets restored ≤ 24 Hours	72%	63%	67%	65%	80%	75%							
	Sum of the duration of all outages (hh:mm)	1062:10	470:31	712:46	734:55	972:05	1677:22							
	Avg. outage duration (hh:mm)	9:56	7:28	7:16	8:16	10:27	11:11							
Refunds	Number of customers who received refunds	25	18	24	38	30	40							
	Monthly amount of refunds	\$467.34	\$177.80	\$216.62	\$270.18	\$128.12	\$426.96							
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

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